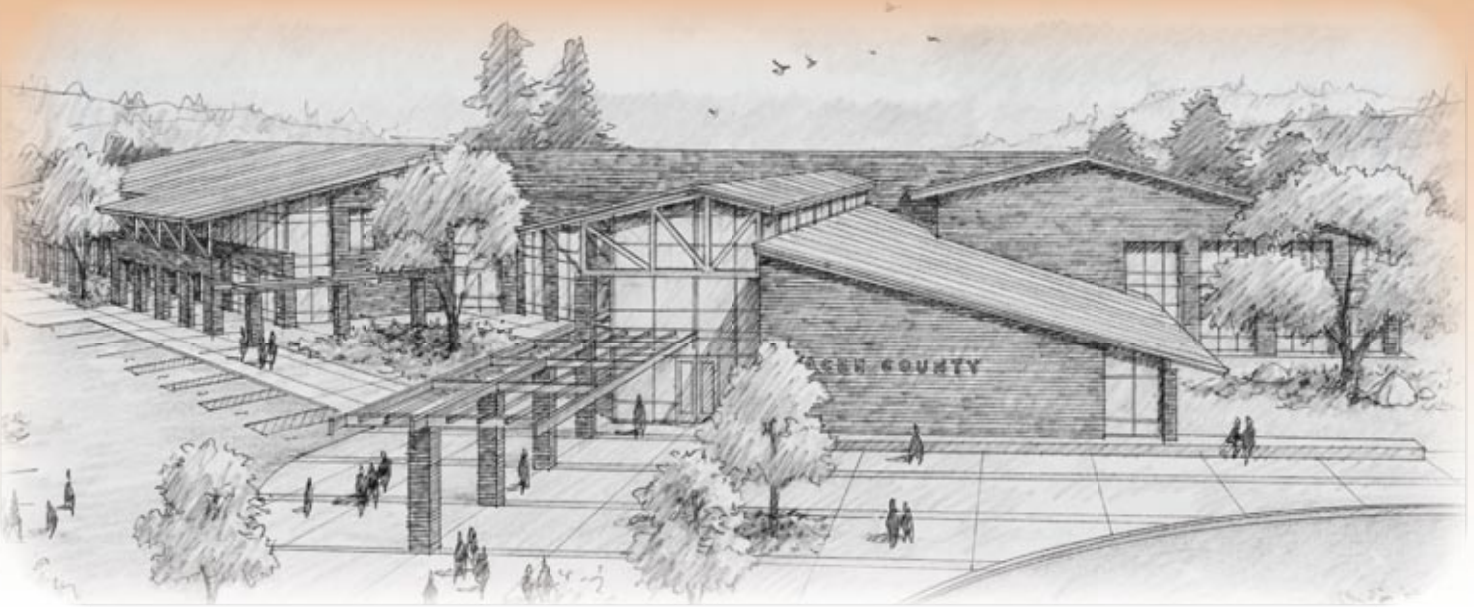


The County of Placer, California

*Is seeking a highly skilled professional
for the position of*



CLIENT SERVICES PROGRAM MANAGER

HEALTH & HUMAN SERVICES DEPARTMENT

(Classified Management)



The annual salary for this position is \$72,150 to \$87,699.

The county's PERS retirement formula is 2.5% at 55 with the county paying 7% of the employee's 8% contribution. Plus an attractive benefits package.

See inside for details.

This recruitment will be open until filled.

Placer County

One of the Fastest Growing Counties in the State

Placer County is a delightful place to live and work. Placer County's climate, geography, and historical richness contribute to its high quality of life. Stretching from the suburban outskirts of the Sacramento Valley to the mountains of the North Lake Tahoe region, quality of life in Placer County is truly the key to its attractiveness. The Placer County headquarters in Auburn is only 35 miles from Sacramento and 100 miles from San Francisco and Reno.

The growth rate of Placer County continues to exceed that of California, the Bay Area and the greater Sacramento Area. In January 2005 Placer County had an estimated population of over 300,000 with an unincorporated population of 104,600. The incorporated cities include Roseville (102,200), Rocklin (50,500), Auburn (12,900), Lincoln (27,000), Loomis (6,200) and Colfax (1,800). The County's fast growing economy and diverse geography encompasses North Lake Tahoe, where tourism is the primary economic activity and South Placer in the Sacramento metropolitan area, where high technology are the leading employers. The rapidly growing area of western Placer County, including the cities of Roseville, Rocklin and Lincoln, offers a variety of housing choices and suburban amenities including Sierra Community College, expansive shopping, multi-use sports complexes and various social and cultural activities.

Recreational Activities

Recreational opportunities abound in Placer County. There are water sports of all types on crystal lakes, which dot the county's landscape. Whitewater recreation is very popular on both the North and Middle forks of the American River. Game fishing ranging from trout to bass is available. Equestrian and mountain bike trails meander for hundreds of miles across the county, and backpacking is a popular activity in the Tahoe National Forest Wildlife Areas and the Auburn State Recreational Area. Placer County is home to seven ski resorts, including the world-renowned Squaw Valley. Tee off at one of several championship golf courses in the area, or visit museums and historical locations that showcase Placer County's rich gold rush heritage. Attend annual festivities such as the Auburn Black and White Ball, the Loomis Eggplant Festival, or the Newcastle Mandarin Festival.

You can live in a suburban community, a small town, a farm setting, or the urbanized valley, and be only a short drive to work. From east to west, Placer County offers peace and quiet, along with open space, to enjoy your leisure time to the fullest. This distinctive area brings you closer to nature, surrounds you with history, and gives you the opportunity to explore the lifestyle of country living with big city convenience.

County Government

The County employs nearly 3,000 employees and has an annual budget of approximately \$600 million. A five member Board of Supervisors elected by district for four-year, overlapping terms governs the County. It has a proud tradition of being a progressive local government guided by a forward-looking County Executive Officer and Board of Supervisors. The opportunity for personal and career growth is unparalleled.

The Department

Placer County's Health and Human Services Department consists of Administration, Adult System of Care, Children's System of Care, Community Clinics, Community Health, Domestic Animal Control, Environmental Health, and Human Services. These divisions offer services throughout the County, with offices in the Auburn, South Placer, and the North Lake Tahoe areas. Services are offered on-site in other communities as well. In total, the Health and Human Services Department has 885 allocated permanent positions, approximately 300 extra help/temporary employees, and a large volunteer workforce.

Placing people first, the Health and Human Services Department provides a unified system of quality, integrated services to safeguard the health and well being of the people in the community. To realize its mission, the department strives to keep Placer County citizens safe, healthy, at home or work, succeeding in school or work, out of trouble and self-sufficient. The Health and Human Services Department is restructuring the County's health and social services to reduce human and financial costs. When individuals and families require public assistance and/or health services, the fundamental goal is to provide a safety net of family-focused, locally accessible, non-bureaucratic, integrated services that enable and empower them to attain self-sufficiency, improved health, personal safety, and dignity.

The Position

The Client Services Program Manager is a classified management position that receives general direction from the Assistant Client Services Program Director and/or the Client Services Program Director. This position plans, organizes, manages, and coordinates the programmatic, administrative, and operational activities in support of multiple assigned program areas; directs, manages, and supervises the work of assigned staff/team members; establishes and implements assigned program objectives and performance standards; promotes, coordinates, and participates in collaborative activities, programs, and projects; and functions as a proactive and positive member of a program management team within the Health and Human Services Department.

There are multiple full-time, permanent Client Services Program Manager positions available in the Health and Human Services Department.

Administration:

When assigned to the Administrative Services Division, the Client Services Program Manager functions as a critical member of the Health and Human Services (HHS) fiscal management team. Primary responsibilities include: organizing, managing, coordinating and supervising all budgetary, fiscal, and accounting operations for the Administrative Services Division in support of all programs within HHS. Currently, HHS is responsible to maintain eleven budget units, and numerous trust funds and bank accounts, totaling approximately \$133,000,000 annually. The successful applicant will guide the associated work within the Administrative Services Division and work closely with Budget and Fiscal Operations Managers, Administrative Services Officers and Accountant Auditors (middle management) who are responsible for the day-to-day operations that support each program.

Adult System of Care:

When assigned to the Adult System of Care (ASOC), the Client Services Program Manager functions as a critical member of ASOC management team. Primary responsibilities include: planning, organizing, and managing programmatic, administrative, and operational activities; overseeing and coordinating the allocation of designated resources; establishing program objectives and performance standards; evaluating program operations and activities in terms of overall effectiveness; adjusting overall goals and objectives in response to program directives and/or client needs; and ensuring compliance with stated mission, goals, regulations, and guidelines. ASOC partners with agencies in Placer County to assist adults and older adults to achieve their optimal levels of self-sufficiency and independence by providing a range of treatment and support services including: therapeutic intervention, case management, crisis intervention, skill development, medication and support services across multiple integrated program areas: Mental Health Services, Substance Abuse Treatment, In-Home Support Services, Adult Protective Services, and Public Guardian. In addition, adults in crisis are protected through services in locked and unlocked inpatient and residential treatment programs. Older and dependent adults are also protected through investigation, case management, and the conservator process.

Children's System of Care:

When assigned to the Children's System of Care (CSOC), the Client Services Program Manager functions as a critical member of the CSOC management team. Primary responsibilities include: planning, organizing, and managing programmatic, administrative, and operational activities; overseeing and coordinating the allocation of designated resources; establishing program objectives and performance standards; evaluating program operations and activities in terms of overall effectiveness; adjusting overall goals and objectives in response to program directives and/or client needs; and ensuring compliance with stated mission, goals, regulations, and guidelines related to: Mental Health and Substance Abuse Services, Child Welfare Services, Foster Care, Public Adoptions, Foster Youth Services, Educational and Health Assistance, and Juvenile Probation Services. In addition, the Adult, Child and Community Emergency Services System (ACCESS) provides 24-hour crisis services, emergency response, and referrals for individual children, adults and families including Child Welfare Services Assessments, Mental Health Crisis Evaluation and Response, and Adult Protective Services Assessment. Systems Management Advocacy Resource Team (SMART)/CSOC is a unique, comprehensive, family/client-centered services system for children, adults, and families. CSOC was founded, and is currently jointly governed, by the SMART Policy Board comprised of the Director of Health and Human Services, Deputy Superintendent of the County Office of Education, Chief Probation Officer, and the Presiding Judge of the Juvenile Court. Each agency provides staff who partner to offer traditional social, health-related, education and juvenile justice services in a multi-disciplinary, collaborative team environment. Under the guidance of the SMART Policy Board, CSOC provides policy guidance and a full spectrum of integrated inter-agency services to children and their families.

Placer County

The Position Continued

Community Health/Community Clinics:

When assigned to the Community Health/Community Clinics, the Client Services Program Manager functions as a critical member of the management team committed to protecting health; preventing disease, injury, premature death, and disability; promoting healthy lifestyles, behaviors and environments; controlling communicable diseases; enforcing laws and regulations that protect health and ensure safety; preparing for and responding to disasters, disease outbreaks, epidemics, and bio-terrorism. Primary responsibilities include: planning, organizing, and managing programmatic, administrative, and operational activities; overseeing and coordinating the allocation of designated resources; establishing program objectives and performance standards; evaluating program operations and activities in terms of overall effectiveness; adjusting overall goals and objectives in response to program directives and/or client needs; and ensuring compliance with stated mission, goals, regulations, and guidelines related to the following program areas: Communicable Disease; Maternal, Child, Adolescent and Senior Health; Public Health Laboratory; Child Health and Disability Prevention; Children's Medical Services; and Vital Statistics. Community Health/Community Clinics services include: primary outpatient care, including medical, dental and pharmacy services for Medically Indigent Adults (MIA), Medi-Cal beneficiaries, Medicare-eligible patients and children in the Child Health and Disability Prevention Program who require treatment; community-health clinical activities related to women, children and employee health and prevention; communicable disease control; health status monitoring, HIV testing, tuberculosis skin testing, immunizations, well-child clinic and family planning.

Human Services:

When assigned to Human Services, the Client Services Program Manager functions as a critical member of the Human Services management team committed to providing services that assist in overcoming barriers to employment and achieving self-sufficiency. Primary responsibilities include planning, organizing, and managing programmatic, administrative, and operational activities; overseeing and coordinating the allocation of designated resources; establishing program objectives and performance standards; evaluating program operations and activities in terms of overall effectiveness; adjusting overall goals and objectives in response to program directives and/or client needs; and ensuring compliance with stated mission, goals, regulations, and guidelines while working collaboratively with other community agencies. Human Services provides eligibility determinations for CalWORKS (Temporary Aid for Needy Families-TANF), Medi-Cal, Section 8 Housing, Food Stamps, General Relief, and Medically Indigent Adult (MIA) programs. In addition, the division provides the following employment services: Job Readiness, Job Search Skills, Counseling, Support Services to support participants to become and remain employed; and training and education.

The successful candidate for the position of Client Services Program Manager will perform duties that include, but are not limited to:

- Developing, coordinating, and participating in collaborative activities, programs, and projects to maximize available resources and responsiveness to clients; providing necessary and requested resources; acting as team member/leader for assigned projects/opportunities.
- Developing, implementing, and managing clinical, administrative, and operational systems and processes to maximize the effectiveness and responsiveness of assigned programs; acting as professional and managerial resource to program staff, project teams, and clients as well as other County departments and departmental colleagues in a positive and supportive manner.
- Providing professional and managerial expertise in support of assigned and multiple program areas as well as the Health and Human Services Department's over-all mission, goals, objectives, and directives; acting as a primary resource to the Department Policy Counsel, boards, committees, contractors, and clients in the planning, development, and implementation of Department's activities in targeted and/or proposed program areas.
- Collaborating with appropriate departments, programs, and work units to secure advice, resources, and technical services necessary to achieve assigned programs' goals, objectives, and directives in accordance with mutually agreed upon time frames and in compliance with pertinent guidelines and regulations.
- Participating in budget preparation and administration for assigned program; preparing cost estimates/projections, submitting justifications for requested resources, and monitoring and controlling expenditures.
- Directing, overseeing, and administering contracts for service/care providers in the implementation of assigned client services/program areas; reviewing and evaluating quality of service and contract compliance; verifying billings and payments; responding to inquiries and trouble-shoot complaints; and representing the Department and assigned programs to contractors and vendors.
- Representing Department and assigned programs/projects to other organizations, local communities, special interest groups, schools, businesses, clients, and the general public; acting as primary and major resource regarding assigned programs; responding to inquiries; and promote the Department's mission and goals.
- Establishing and maintaining open communications with other Department programs, projects, and multi-disciplinary teams; coordinating data, resources, and work products as necessary and upon request in support of a productive and positive working environment.

Minimum Qualifications

The minimum requirements for this position are:

Experience:

Five years of increasingly responsible clinical and/or administrative experience in a health or human services agency, including at least two years of supervisory responsibility.

Training:

Equivalent to a bachelor's degree from an accredited college or university. Designated positions may require major course work in specific concentrated areas of study.

License/Certificates:

Designated positions may require possession of a specific license to perform and/or oversee clinical functions in the State of California. Possession of or the ability to obtain, a valid driver's license. Proof of adequate vehicle insurance and medical clearance may also be required.

A complete job description is available on our website at: <http://www.placer.ca.gov/personnel/job-descriptions.htm> or upon request by calling (530) 886-1882.

The Ideal Candidate

In addition to the minimum education and experience, the ideal candidate for Client Services Program Manager will possess and demonstrate the following:

- Ability to create and maintain a team atmosphere and provide leadership in problem solving/decision making.
- Ability to establish and maintain effective and productive working relationships with internal organizations, co-workers and management, and other public or private organizations.
- Confident self-starter with the ability to establish, recognize and envision organization-wide goals.
- Ability to delegate authority appropriately and encourage career development of staff; as well as ability to hold staff accountable for deadlines, requirements, and performance.
- Experience communicating orally and in writing with all levels of employees, accomplishing goals through collaboration, articulating vision and mission to inspire others to participate and follow.
- Extensive management or supervisory experience involving dealing with conflict and progressive discipline.
- Experience as a team member and leading multi-disciplinary teams of professionals in providing mental health, substance abuse, and other health/welfare services.
- Experience using a participative management style in a work environment; forward thinking with the ability to look at the big picture.

In addition to the characteristics listed above, the ideal candidate for the Administrative Services Division will possess and demonstrate the following:

- Experience organizing, managing, coordinating and supervising all budgetary, fiscal, and accounting operations for a large, complex, multiple division private sector, State/Federal government, or non-profit agency providing health and/or social services.
- In addition to the characteristics listed in the first paragraph, the ideal candidate for Adult System of Care and Children's System of Care will possess and demonstrate the following:
 - A master's degree from an accredited college or university with major course work in social work, psychology, or counseling which meets the eligibility requirements for licensure as a Licensed Clinical Social Worker (LCSW) or Marriage and Family Therapist (MFT) by the State Board of Behavioral Science Examiners.

Placer County

The Ideal Candidate Continued

- Licensure as an LCSW or MFT or can show proof that they have met the eligibility requirements to currently qualify for the oral and written examination.
- Extensive experience in a combination of health, mental health, substance abuse, child welfare, foster care, juvenile probation and/or special education field; moving through the ranks to a manager or leadership position.
- A working knowledge of the entire child and family services system, including role of the County, Health and Human Services, as well as the roles of community based organizations.
- A clinical background.

In addition to the characteristics listed in the first paragraph, the ideal candidate for Human Services will possess and demonstrate the following:

- Working knowledge of Human Services Programs, including the role of the County, Health and Human Services, as well as the roles of other relevant agencies and community based organizations.
- Extensive experience in Human Services Programs such as CalWORKs, Medi-Cal, Food Stamps, Welfare to Work, and the like; moving through the ranks to a manager or leadership position.

Selection Process

An application appraisal screening may be conducted to select a reasonable number of the best-qualified candidates, who will be invited to an interview. The interviews will be used to appraise the education, experience, and personal qualifications of each *best-qualified* candidate.



PERSONNEL DEPARTMENT

Equal Opportunity Employer

145 Fulweiler Avenue, Suite 200

Auburn CA 95603

Executive Recruitment Department: (530) 886-4615

execjobs@placer.ca.gov

Main Telephone: (530) 889-4060

Job Line: (530) 889-4070

www.placer.ca.gov/jobs

Thank you for your interest in employment with Placer County. Placer County is an equal opportunity employer. All hiring and employment decisions will be made without regard to sex, sexual orientation, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), or marital status. Please contact the Personnel Department at least 5 working days before a scheduled examination if you require accommodation in the examination process. Medical disability verification may be required prior to accommodation.

THE COUNTY OF PLACER HAS A NO SMOKING POLICY
FOR ALL COUNTY FACILITIES.

Application Process

To be considered for this excellent career opportunity, please submit a completed application for employment and typewritten responses to the supplemental questions.

PLEASE NOTE: Resumes will **not** be accepted in lieu of a Placer County Application for Employment. Applications received without typewritten responses to the supplemental questions **will not** be considered. Application materials can be obtained on the County's website at www.placer.ca.gov/personnel or by calling the Executive Recruitment Department at (530) 886-4615 or by sending an e-mail to execjobs@placer.ca.gov. Submit your application materials to:

Placer County Personnel Department
145 Fulweiler Avenue, Suite 200
Auburn, CA 95603

Appointment to this position will be contingent upon successful completion of a post-offer pre-employment physical examination and background investigation, including fingerprint clearance.

The Examination

WEIGHTS: Training and Experience – 100%

Based upon responses to the supplemental questions, the applicant's education, training, and experience will be evaluated using a pre-determined formula. Scores from this evaluation will determine the applicant ranking and placement on the eligible list.

Compensation and Benefits

Placer County offers an attractive and competitive compensation and benefits package, including:

Salary: The monthly salary range for this classified management position is \$6,012 to \$7,308 paid biweekly (26 pay periods annually). A longevity increase of five percent is added to the salary after five years are obtained at the top step.

Supplemental Compensation: The County provides \$1,500 per calendar year in supplemental compensation to be utilized in the following ways: to pay for health and/or dental deductibles and co-pays, to pay for dependent care expenses, cash (this is considered taxable income), or in contributions to a 401 (k) plan.

Retirement Plans: Employees are covered by Social Security and the California Public Employees' Retirement System (CalPERS). The County's CalPERS Retirement formula is 2.5% at 55 Local Miscellaneous with the County paying 7.0% of the employee's 8.0% contribution. The County reports the value of the contribution to PERS as special compensation (EPMC). Both a 457 deferred compensation plan and a 401(k) plan are available at the employee's option.

Annual Leave: The County provides management employees 72 hours of management leave to be used as time off or cash as well as a competitive vacation and sick leave package and thirteen (13) paid holidays per year. Additional hours of management leave are available based on annual salary using an established formula.

Health, Dental and Vision Insurance: Health coverage is available through CalPERS with the County paying a major portion of the cost for the employee as well as dependents.

Dental and vision insurance are fully paid for the employee. Dependent dental and vision coverage is also available. Dental coverage for the employee continues in retirement.

Life Insurance: A fully paid double indemnity life insurance policy of \$50,000 is provided, which converts to a \$25,000 policy upon retirement from the County with ten or more years of service. An accidental death policy of \$10,000 is also fully paid.

Client Services Program Manager

SUPPLEMENTAL QUESTIONS

Answer the questions completely and accurately. If attaching additional information, please limit your responses and include your name on each page submitted. Based on your responses, your job-related training and experience will be evaluated using a pre-determined formula. **Indicating "no experience" will not disqualify you from consideration.**

PART I: Please check **YES** or **NO** to specify your area of interest:

Administrative Services Division (Fiscal Management)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Adult System of Care	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Children's System of Care	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Community Clinics/Community Health	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Human Services	YES <input type="checkbox"/>	NO <input type="checkbox"/>

PART II: Please check **YES** or **NO** to specify your experience.

1. Do you have experience related to the following areas?		
Adult Mental Health Services Intervention, Case Management, Support, Medical and Employment Services	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Fiscal Management Budget, Accounting Expenditure Monitoring, Resource Allocation, Position Management, Audit Functions, Compliance	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Substance Abuse Treatment Self-Help, Out-Client, and Residential Treatment Programs	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Human Services CalWORKS, Medi-Cal, Food Stamps, Welfare to Work, and Housing	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Services for Children and Families Child, Adult, and Community Emergency Response (Crisis Intervention, Abuse, Neglect, or Molestation); Psychiatric Emergencies; Youth Services (Foster, Adoption, and Probation)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. Do you have supervisory experience in a Health or Human Services agency or setting?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
3. Do you have experience in teambuilding and collaborating with multiple Health or Human Services departments, divisions, public and private stakeholders with diverse goals and objectives?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
4. Do you have experience organizing, managing, coordinating and supervising all budgetary, fiscal, and accounting operations for a large, complex, multiple division private sector, State/Federal government, or non-profit agency providing health and/or social services	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Client Services Program Manager

SUPPLEMENTAL QUESTIONS

- | | | |
|---|------------------------------|-----------------------------|
| 5. Do you have experience analyzing program needs, recommending priorities for resource allocations, and evaluating outcomes focused toward achieving a common goal of improved community service, public safety, and/or emergency response? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 6. Do you have experience establishing and implementing program objectives and performance standards, evaluating program operations, implementing modifications, and adjusting over-all goals and objectives in response to program directives and/or client needs? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 7. Do you have experience using or implementing Cal-WIN, SAWS (Statewide Automated Welfare System), or a comparable automated system? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| 8. Do you have experience with developing and maintaining a program in which a participative relationship with clients is encouraged and supported? | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

PART III: Describe your related experience for each **YES** answer in Part II.

Please include: job title, employer, dates of employment, agency type, duties you performed, number of subordinates, program area, population(s) served, budget, FTE, funding source(s), internal and external stakeholders and/or partners. As appropriate, please provide information about goals, objectives, measurement tools, and evaluation methods. Please include your name, social security number, and signature on additional page(s).

I certify that all the statements made in this application supplement are true, complete, and correct to the best of my knowledge and are made in good faith. I understand that any misrepresentation and/or falsification of my answers may result in my application being ineligible for this recruitment. My signature authorizes Placer County to make any appropriate investigations to verify information.

Signature of Applicant: _____ Date: _____